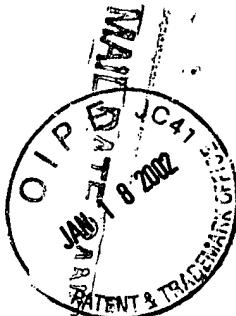


Receipt



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Attorney Docket No.: CSCO-38240

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Date of Deposit:	11/09/01	Name of Person Making the Deposit:	ANDREA MARTINEZ	Signature of the Person Making the Deposit:	Andrea Martinez
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Inventor(s): Mark Buonanno, Michael Swailes, Steve Quatrano, Jean Seo, and Chris Shenefiel

Serial No.: 09/766,175

Group Art Unit: 2165

Filed: 01/18/01

Examiner:

Title: PROACTIVE CALL AND CONTACT CENTER SYSTEM

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Technology Center 2100

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1. Attached is a copy of the official filing receipt received from the PTO in the above application for which issuance of a corrected filing receipt is respectfully requested.
2. There is an error with respect to the following data, which is:
 incorrectly entered
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Error In

1. Applicant's name
2. Applicant's address
3. Title
4. Filing Data
5. Serial Number
6. Foreign/PCT Application Re:
7. Other

Correct Data

1. Mark Buonanno, Michael Swailes, Steve Quatrano, Jean Seo, and **Chris Shenefiel**
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.

3.

- A. The correction(s) is/are not due to any error by the Applicant and therefore no fee is due.

OR

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Enclosed is check for \$25.00.

Charge Account 23-0085 \$25.00.

Please direct all correspondence concerning the above-identified application to the following address:

WAGNER, MURABITO & HAO LLP
Two North Market Street, Third Floor
San Jose, California 95113
(408) 938-9060

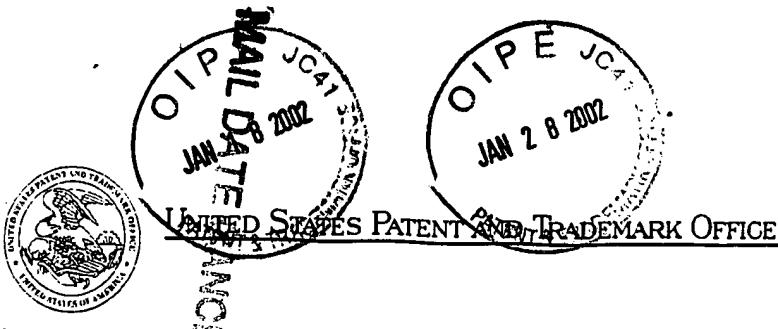
Respectfully submitted,

Date:

11/9/01

By:


James P. Hao
Reg. No. 36,398



UNITED STATES PATENT AND TRADEMARK OFFICE

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APPLICATION NUMBER	FILING DATE	GRP ART UNIT	FIL FEE REC'D	ATTY.DOCKET.NO	DRAWINGS	TOT CLAIMS	IND CLAIMS
09/766,175	01/18/2001	2165	1138	CSCO-38240	5	26	7

CONFIRMATION NO. 9529

FILING RECEIPT



OC000000005829588

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Receipt is acknowledged of this nonprovisional Patent Application. It will be considered in its order and you will be notified as to the results of the examination. Be sure to provide the U.S. APPLICATION NUMBER, FILING DATE, NAME OF APPLICANT, and TITLE OF INVENTION when inquiring about this application. Fees transmitted by check or draft are subject to collection. Please verify the accuracy of the data presented on this receipt. If an error is noted on this Filing Receipt, please write to the Office of Initial Patent Examination's Customer Service Center. Please provide a copy of this Filing Receipt with the changes noted thereon. If you received a "Notice to File Missing Parts" for this application, please submit any corrections to this Filing Receipt with your reply to the Notice. When the PTO processes the reply to the Notice, the PTO will generate another Filing Receipt incorporating the requested corrections (if appropriate).

Applicant(s)

Mark Buonanno, Sunnyvale, CA;
Michael Swailes, Pleasanton, CA;
Steve Quatrano, Lexington, MA;
Jean Seo, Union City, CA;
Chris Shenefield, Oakton, VA;

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Continuing Data as Claimed by Applicant

Foreign Applications

If Required, Foreign Filing License Granted 03/05/2001

Projected Publication Date: Request for Non-Publication Acknowledged

Non-Publication Request: Yes

DOCKETED
Date: 3-13-01
Initials: o

Early Publication Request: No

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MAR 12 2001

WM.

Title

Proactive call and contact center system

Preliminary Class

705

Data entry by : WODAJE, ELENI

Team : OIPE

Date: 03/06/2001



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